

In the claims:

All of the claims standing for examination are reproduced below with appropriate status indication.

1-18. Cancelled

19. (New) A method for establishing communication between a caller and an agent at a station offering a plurality of media choices, including at least public switch network telephony (PSTN) calls, digital network telephony (DNT), and emails, comprising steps of:

- (a) coupling the agent station to a digital data network and to a PSTN network allowing DNT calls and other media protocols to be employed;
- (b) monitoring bandwidth on an existing DNT call;
- (c) comparing available bandwidth to a prestored threshold value;
- (d) in the event that available bandwidth is less than the prestored threshold value, informing at least one of the participants to the call of an impending switch from DNT to another media type; and
- (e) switching communication from the DNT call to the other media type.

20. (New) The method of claim 19 wherein, in step (b) bandwidth is monitored by determining latency between two points, and in step (c) the prestored threshold value is a latency time value.

21. (New) The method of claim 19 further comprising a step (e) for continuing to monitor bandwidth for the communication after switching, and restoring the DNT call in the event that available bandwidth again is equal to or exceeds the prestored threshold value.

22. (New) The method of claim 21 wherein, before switching the communication back to DNT, at least one of the participants to the communication is informed of the impending switch.

23. (New) The method of claim 22 wherein, in addition to notifying at least one of the participants of an impending switch, the party notified is also offered an opportunity to ratify the impending switch, a reply to the offer being required for the switch to proceed.